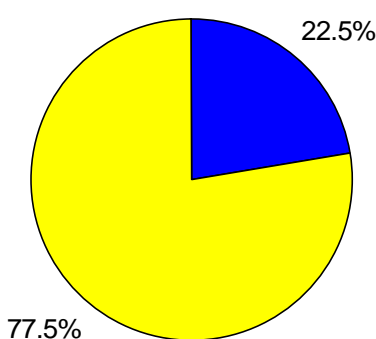


68-04-Information Technology

Fund/Agency: 001/68		Department of Administration for Human Services
Personnel Services	\$2,252,710	<p style="text-align: center;">CAPS Percentage of Agency Total</p> 
Operating Expenses	\$449,612	
Recovered Costs	\$0	
Capital Equipment	\$0	
Total CAPS Cost:	\$2,702,322	
Federal Revenue	\$0	
State Revenue	\$0	
User Fee Revenue	\$0	
Other Revenue	\$0	
Total Revenue:	\$0	
Net CAPS Cost:	\$2,702,322	
Positions/SYE involved in the delivery of this CAPS	34/34	

► CAPS Summary

The Department of Administration for Human Services--Information Technology (DAHS-IT) business area responds to more than 16,965 (FY 2001 actual data) requests annually for technical assistance from computer users throughout Human Services agencies. Staff uses up-to-date technology in developing automated applications that allow Human Services agencies to deliver services more efficiently through a common client profile and database. Staff also works with the County's Department of Information Technology to maintain and enhance a wide variety of automated applications currently in use. DAHS-IT monitors security access to corporate systems, maintains and troubleshoots Local Area Networks that support 3,200 Human Services employees who use computers, and manage the prioritization process for future Human Services automation needs. DAHS-IT manages strategic Information Technology initiatives funded through the County's Fund 104. They are responsible for the deployment of State equipment and the introduction of new State applications supporting programs such as Foster Care and Adoptions (OASIS), Food Stamps (Electronic Benefits Transfer), and Welfare to Work (ADAPT), which have imposed additional requirements for technical support. The State provides the computers, software, and the applications, but the ongoing maintenance and

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support for this equipment is provided locally. DAHS-IT also coordinates with Human Services agencies on all internet site content for the County's web site. DAHS-IT also manages all Human Services' intranet sites and agency applications.

► Method of Service Provision

DAHS-IT employees work as partners in the Human Services system, providing direct administrative support to programs and adding value to service delivery. DAHS-IT staff also work closely with County agencies such as the Department of Information Technology, Department of Management and Budget, the Department of Purchasing and Supply Management, and the Fairfax County Public Schools in order to provide timely, effective, and efficient service to Human Services agencies. DAHS-IT is a key participant in several public-private partnerships, such as the Health Care Alliance and the Computer Clubhouse.

Business support services are provided by DAHS in the Pennino Building and at more than 350 office, residential, and recreational facilities across Fairfax County.

► Performance/Workload Related Data

Title	FY 1998 Actual	FY 1999 Actual	FY 2000 Actual	FY 2001 Estimate	FY 2002 Estimate
Output: Customer Service Requests (CSR) completed per month	737	862	1,358	1,358	1,358
Service Quality: Percent of customers satisfied with DAHS-IT services	98.9%	99.0%	99.5%	99.0%	99.0%
Outcome: Percent of DAHS-IT service requests completed within 7 days of receipt of request	88.0%	90.0%	80.6%	90.0%	90.0%

► Mandate Information

This CAPS is Federally or State mandated. The percentage of this CAPS' resources utilized to satisfy the mandate is 26 - 50%. The specific Federal or State code and a brief description of the code follows:

- The Commonwealth of Virginia requires social service and public assistance programs to deploy, use, and support specific State computer equipment and applications. DAHS-IT is responsible for installing and maintaining State equipment and applications for programs such as Foster Care and Adoptions (OASIS), Food Stamps (Electronic Benefits Transfer), and Welfare to Work (ADAPT). Transfer, and Welfare to Work (ADAPT).